**Terms of Reference**

**Consultancy Service Providers for Providing Skills Development Training Services to RMG Workers**

1. **Background**

Swisscontact is a business-oriented independent foundation for international development cooperation. Represented in 40 countries with over 1,400 employees, it promotes - since 1959 - economic, social, and environmental development. The focus of systemic interventions in the private sector is the strengthening of local and global value chains. The organisation is based in Zurich. Swisscontact Bangladesh is registered as an International NGO under the NGO Affairs Bureau of Bangladesh. For more information, please refer to [www.swisscontact.org/en/countries/bangladesh](http://www.swisscontact.org/en/countries/bangladesh)

The Building Youth Employability through Skills (BYETS) is a four-year-long programme supported by the Embassy of the Kingdom of the Netherlands (EKN) and implemented by Swisscontact. The project commenced in October 2022 and aims to empower 25,000 Bangladeshi youth (including 50% women) with improved technical, employability and entrepreneurial skills, and connect them to income-generating opportunities, namely, jobs and self-employment in three sectors: Ready Made Garments (RMG), Agro-Processing (AP) and Information and Communication Technology (ICT). BYETS will partner with Training Service Providers (TSPs) and Employers to facilitate employment opportunities for youth across Dhaka, Chattogram, Khulna and Rajshahi in Bangladesh. BYETS will also support 50 private sector employers in the RMG and AP sectors to adopt Swisscontact’s proven workplace-based training (WBT) model.

The project has a special focus on Gender Equality and Social Inclusion (GESI), Environmental Responsibility (ER), and Labour Rights and Decent Work (LRDW) within the technical modules to develop youth’s capacity on transversal issues.

Therefore, the project is looking for multiple Consultancy Service Providers (CSPs) to collaborate with the project team in providing upskilling and multiskilling training to the RMG workers in the Tier-1 factories.

1. **The Objective of the Assignment**

BYETS project seeks to recruit multiple skills development consultancy service providers to implement comprehensive skills development program at the factory level. For the assignment, the selected service providers will be responsible for implementing field-level training at RMG factories and coordinating all training activities in collaboration with the project. On behalf of the project, the following tasks will be covered by the CSPs:

* **Factory selection and onboarding:** Select and onboard 2-5 Tier-1 factories to implement skills development training. Each CSP will be responsible for selecting and onboarding RMG factories around Dhaka, Gazipur, Narayanganj, and Chattogram in discussion with the BYETS project. The number of factory targets for each CSP will be finalized through discussion with two parties.
* **Conduct Training of Trainers (ToT) and Training of Assessors (ToA):** Establish selection criteria for identifying eligible trainers, assessors, and workers for ToT and ToA. Carry out ToT and ToA sessions at the factory premises.
* **Conduct Training:** Provide skills development training to two batches of freshers/helpers, and operators at the factory for developing skilled and multi-skilled operators.
* **Provide Backstopping Service:** After completing ToT, ToA, and worker training the CSPs will provide continuous backstopping support to the factory throughout the agreement period for conducting fresher/helper and/or multi-skills training, utilising the master trainer developed.

**Data Collection, Reporting and Documentation:** The Consultancy Service Provider must gather data for acquiring accurate information, transparent communication of findings and a comprehensive record which will support decision-making, enhance accountability, and facilitate future analysis and planning.

* **Achieve a target:** Achieve a target of 50% of women trainees at all levels.

**Geographic Location**

The project location(s) include:

* Dhaka
* Gazipur
* Narayangonj
* Chattogram

1. **Duration of the Assignment:**

The duration of the assignment is initially one and half year from the date of start.

1. **Task & scope of the assignment:**

The scope of work for the consultancy service provider includes six areas of focus:

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| **SL. No.** | **Activity** | **Sub-Activity** |
| **1** | **Module Customization** | **Module customisation based on the factory’s demand:** The CSPs will customise the existing module of the BYETS project based on the factory’s demand. The Consultancy Service providers will tailor the module to align with the specific demands and requirements of the factory. |
| **2** | **Factory selection and onboarding** | **Factory selection and onboarding:** CSPs are responsible for selecting and onboarding 2-5 Tier-1 factories located in Dhaka, Gazipur, Narayanganj, and Chattogram for implementation of Workplace-Based skills development training. Selected CSPs will share the factory list with the BYETS team, and arrange meetings with the factory management. With the confirmation from the BYETS project, the CSPs can initiate the factory onboarding process to start the skills development training.  ***Note: For the financial proposal, please consider five factories. If the selected vendor is given more than five factories, the extra cost will be decided based on the financial proposal given for five factories.*** |
| **3** | **Trainer, assessors & trainee selection** | **2.1 Trainers, assessors, and trainee selection:** The CSP will select the trainers, and assessors for ToT, ToA, and trainees for workers' training programs in consultation with the factory management and BYETS project. The CSP will finalise the trainee participantsfor all the batches. To ensure a thorough selection process, the CSP will conduct viva sessions (for first two batches) to evaluate the suitability of the ToT, ToA attendees, and trainees for their respective training programs. |
| **4** | **Conduct Training** | **3.1 Schedule training service:** The CSP will schedule the training sessions in consultation with the factory management and inform the project team to ensure optimal attendance and retention of the trainees and share the detailed training plan in consultation with the factory and share the plan with the BYETS team.  **3.2 Training of the Trainers (ToT) Program:** The CSP will conduct a comprehensive (8 days) ToT program, engaging a group of potential trainers (approximately 6-10 individuals per batch). The trained trainers will subsequently assume the role of master trainers within the factory, responsible for delivering skills development training to the workers.  **3.3 Training of the Assessor (ToA):** The CSP will conduct a ToA training programme (3 days), for selected factory staff. Following the training, the trained assessor will serve as assessor within the factory, responsible for evaluating the workers' performance after training.  **3.4 Conduct worker training:** CSPs will oversee 12 batches of training, with each batch receiving 18 days of training. For the initial two batches (20 persons in each) CSP will conduct training of the workers on the module developed by BYETS and customise it after consultation with the factory. CSP will engage the master trainers for rest 10 batches during training to create the opportunity for a hands-on experience of conducting training on the designated module of BYETS. |
| **5** | **Backstopping Service Provision** | **Backstopping Service Provision:** A total of 12 batches will receive training during this period that factory will be providing training for ten batches using the master trainer.  CSPs will provide comprehensive backstopping services to each factory for ten batches. CSPs will make three-day visits to the factory for every batch.  The support will be continued till the 12th batch completes finish the training.  During these visits, the CSP will collect baseline information, identify challenges, and take necessary measures to address the following issues,  -Module-related issues  -Equipment’s condition  -Availability of raw materials  -Trainee attendance  and provide feedback to the factory and BYETS team. The detailed activities for the backstopping service will be finalized before signing the agreement with the CSPs. |
| **6** | **Data collection, reporting and documentation** | The CSP is responsible for submitting reports as per the criteria and template shared by the BYETS project. CSP will input data into the Management Information System (MIS) of the BYETS project. In cases where the MIS is still undergoing preparation for implementation, the CSP will share data using the template provided by the BYETS project. The CSP will provide the following reports and documentation: Weekly updates of the training program, **baseline information of trainees, post-training updates, Pre and Post-Assessment Reporting, Monthly inspection report, Bi-annual report, and Final Report.**  ***Note: The reports shall be submitted in a format specified and shared by the BYETS team. Additionally, the Consultancy Service Provider is responsible for updating all information related to the ToT, ToA, workers' training, and backstopping services in both the MIS and Excel formats.*** |

1. **Deliverables**

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| SL. No. | Deliverables |
| 1 | Share detailed work plan and onboarding factories (please make the plan for five factories, factory number can increase based on the capacity), training calendar for ToT, ToA, worker training and backstopping services for number of factories |
| 2 | Conduct ToT & ToA in the factory |
| 3 | Conduct fresher/helper and multiskilling training for two batches in each factory |
| 4 | Provide backstopping service to the factory for conducting fresher/helper, multiskilling training for ten batches in each factory |
| 5 | Pre & Post training assessment for each batch |
| 6 | Incorporate information on the database on the training status for each batch after completion |
| 7 | Monthly inspection report on equipment and attendance as per the template provided by BYETS |

1. **Desired requirements**

* Prior experience within the RMG sector and established affiliations with RMG factories
* Capacity to onboarding tier – 1 factory for providing skills training worker training to achieve large number of target
* A clear understanding of work-based training models
* Availability of a competent pool of experienced trainers

1. **Documents Required for Submission**

All bidding consultant/ consultancy firms are required to submit the following:

* A technical proposal- The technical proposal must include the detailed workplan, reflect the understanding of the assignment, the proposed methodology of how the assignment will be carried out
* A summary of relevant services provided during the last two years.
* CVs and profile of the key personnel who will be involved in the assignment.
* A list of the existing clientele of the organisation.
* It is mandatory for the bidding organisations to submit documentary evidence demonstrating their legal, taxation, and financial status. This includes:
* Relevant registration with the Government of Bangladesh
* An organisational organogram of key personnel, inclusive of the names of such personnel
* Tax identification number (TIN)
* VAT registration number, Bank Identification Number (BIN) (If applicable)
* A signed statement testifying that all information contained within the proposal is correct and true.
* A separate financial proposal setting out a detailed budget for the assignment.

1. **Evaluation Criteria:**

This will be a quality and cost-based selection. Financial proposals of the bidders, who will score at least 50% in technical proposal, will be opened. In financial proposal evaluation, the lowest bidder will get the highest mark, and other scores will be prorated accordingly. From this combined evaluation of technical and financial proposals, a shortlist will be created. Shortlisted bidders will be called for an interview and presentation to present the technical proposal and its relevance to the financial proposal. The final selection will be made after the interview and presentation. The finally shortlisted bidders may be asked to review/revise their technical and financial proposals for another round of evaluation.

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| Scoring criteria | Scores |
| Technical Proposal | 50 |
| Financial Proposal | 25 |
| Presentation | 25 |
| Total | **100** |

1. **Submission Guideline**

Both online and offline submissions are accepted for the technical and financial proposals. We kindly ask interested parties to provide all necessary documents. In the case of physical submissions, it is recommended to use two separate envelopes for the technical and financial proposal. Please ensure that the technical proposal bears the title **"Technical proposal for providing skills development training services to RMG workers.”**  the financial proposal is labelled **"Financial proposal for providing skills development training services to RMG workers."**

For those opting for email submission, kindly email the technical and financial proposal files and documents. Before sending, remember to rename these files appropriately. The email should be submitted to the following address by **May 8, 2024, before 5:00 pm.**

Your adherence to these instructions is greatly appreciated.

The envelope must be addressed:

Manager, Business Administration, BYETS

**Swisscontact**

**SWISS FOUNDATION FOR TECHNICAL COOPERATION**

**House 20, Road 68, Gulshan 2, Dhaka 1212, Bangladesh**

and email to [**bd.byets@swisscontact.org**](mailto:bd.byets@swisscontact.org)

***\*No late submission will be accepted***

***\*Swisscontact reserves the right to accept or reject any or all proposals without assigning any reason***

***\*Swisscontact reserves the right to select more than one service provider for the assignment***